

Provider Notice

This communication serves as a reminder for organizational providers with multiple contracted service locations and specific requirements for submitting service authorization requests to Magellan.

Magellan defines organizational providers as entities that provide inpatient, residential and/or non-traditional services including hospitals, FQHCs, CSBs and other providers licensed by the Department of Behavioral Health and Developmental Services (DBHDS), the Department of Social Services (DSS) or other appropriate licensing entity.

Virginia state law prohibits a provider to treat any person for a specific service outside of the scope of their license § 37.2-405 and 12 VAC 35-105-30. **Authorization submissions to Magellan should correspond with the contracted licensed service location.** For example, if you are submitting a service authorization request for intensive in-home, the Magellan assigned provider identification number “MIS” number submitted on the service authorization request should be licensed and enrolled to provide intensive in-home services. Service authorization requests submitted under an MIS number that is not enrolled and credentialed for intensive in-home services will receive an error message.

How can I tell if I or my organization has multiple MIS numbers?

This information is available on www.magellanhealth.com/provider. You or your organization has designated one member of your staff (clinician or office staff) as the “Administrator” of the Magellan web account. The Administrator is able to grant access to tools on the website to other individuals or “users” within your organization for the purposes of submitting authorizations, claims, etc. The Administrator’s account has a drop down list of all of the MIS numbers in the center of the home page. At the Administrator’s request, other users may also have access to multiple MIS numbers.

Users should use the “select service location” option when submitting authorizations that corresponds with the licensed service requested at a particular locations.

What about staff in my organization that submit authorization requests for more than one location?

The Administrator currently has the ability to assign staff or “users” to only one MIS number. We are working on an enhancement for 2017, which will allow the Administrator to assign staff to multiple MIS numbers.

If you need assistance with linking users within your agency to multiple MIS numbers, please contact our Network line at 1-800-424-4536 or send a request using the [Contact Us](#) feature on the Magellan of Virginia website at: www.MagellanofVirginia.com. The Contact Us feature can also be accessed at: <https://www.magellanofvirginia.com/utility/contact-us/>.